



Department of Administrative Services State of Georgia Job Description

Customer/Vendor Satisfaction Officer

Job Code: 30096

Pay Grade: 19

Salary Range: \$50,653 - \$88,483

Job Description, Responsibilities, Standards, and Qualifications

Job Description:

Under general direction, manages State Purchasing's customer and vendor relations and DOAS' marketing and communications functions. Serves as DOAS' procurement liaison with the business and vendor communities, state government entities (e.g., agencies, Board of Regents, authorities, etc), and the State Use Council. Serves as a stand-in to the Knowledge Center Director in division operations. Supervises staff in the Customer and Vendor Relations section.

Job Responsibilities & Performance Standards:

- 1. Serves as DOAS' technical expert for the business and vendor communities to assist them in conducting procurement business with the State of Georgia.**
 1. Comprehends and interprets procedures, rules, and regulations for businesses and vendors participating and/or seeking participation in the state's procurement process.
 2. Provides technical assistance to the business and vendor communities in the state's procurement practices.
 3. Serves as an information resource to business owners.
 4. Prepares, coordinates, and conducts statewide training sessions for the business and vendor communities.
 5. Provides in-depth support to small and minority businesses.
- 2. Supports the Commissioner in his role as a member of the State Use Council and serves as DOAS' primary point of contact for the Council.**
 1. Manages DOAS' relationship and communications with the State Use Council.
 2. Coordinates the annual review of the list of goods, wares, merchandise, and services to be certified for purchase from community based rehabilitation programs and training centers as mandated in the State Use Law.
 3. Ensures that goods, wares, merchandise, and services are added or deleted from the list as necessary and appropriate.
 4. Serves as a technical expert to the State Use Council for all areas of DOAS' purchasing service offerings.

3. Manages the vendor registration process.

1. Markets the state's vendor registration process through collateral, communications, presentations, etc.
2. Orients new vendors to the state's purchasing practices.
3. Manages the vendor registration database.
4. Assists vendors with all Vendor Registration System issues.

4. Manages vendor issues and protests.

1. Provides technical advice on procurement procedural inquiries.
2. Serves as the gatekeeper for vendor protests.
3. Effectively works with category managers to ensure vendor protests and customer complaints are resolved in a timely manner.

5. Manages customer relationships and complaints.

1. Establishes and manages executive level relationships with critical and strategic vendors and customers.
2. Ensures that customer service standards are met in all procurement activities.
3. Gathers customer feedback through surveys.
4. Ensures a forum for issue escalation and resolution.
5. Organizes State Purchasing vendor forums for knowledge sharing on an annual basis.
6. Builds business relationships with local governments (cities and counties) for procurement services.

6. Manages DOAS' Communications and Marketing function.

1. Oversees the development and execution of a comprehensive DOAS marketing plan.
2. Manages the design and development of DOAS' marketing collateral, presentations, and customer communications.
3. Oversees internal and external communications through IES, DOAS' Web site, e-mails, flyers, newsletters, etc.

7. Establishes and maintains dashboard metrics to evaluate effectiveness of program outcomes and to implement enhancements as needed.

1. Defines goals and/or required results for the program outcomes through the use of performance metrics at the beginning of each period.
2. Develops and maintains a set of metrics by which the program outcomes will be measured.
3. Evaluates program effectiveness by comparing measurable program outcomes to target outcomes.
4. Identifies program deficiencies and conducts timely research and consultation to determine methods for correction.
5. Conducts timely and thorough audits, research and consultation to determine desirable program modifications and enhancements. Assists in resolving conflicts and implementing improvements.
6. Develops reports and ensures accurate program documentation is submitted in accordance with applicable guidelines.

8. Develops and administers the customer and vendor relations budget.

1. Prepares, monitors, and oversees the customer and vendor relations budget in accordance with established formats, guidelines, and due dates.
2. Develops the budget within allowed tolerances in budget categories.
3. Monitors expenditures to ensure conformity to budget category allowances and identifies potential cost overruns.

9. Supervises staff in customer and vendor relations.

1. Recruits and hires staff with appropriate knowledge, skills, and abilities to achieve established goals.
2. Provides staff with clear performance expectations and objectives.
3. Tracks and reviews established metrics to evaluate the performance of assigned staff.
4. Provides ongoing, constructive, and timely performance feedback and coaching to staff to encourage achievement of expectations.
5. Performs accurate and timely performance evaluations of assigned staff.
6. Identifies appropriate and cost-effective professional development opportunities for assigned staff.
7. Initiates the appropriate corrective action when expectations are not met.

10 . Develops and maintains professional knowledge of the current trends and developments in the field.

1. Identifies and attends appropriate related training.
2. Maintains current, broad knowledge of field by conducting appropriate research of trade journals, internet resources, and communications with peers and other experts as appropriate.
3. Reads and evaluates professional literature on continual basis, translates complex or technical information into a form that can be understood by others, and distributes as appropriate.
4. Incorporates knowledge of pertinent trends and developments into work procedures as appropriate.

Competencies:

1. Goal and Task Management (level 5)

- **Driven by both personal and organizational standards to produce results.**
 - Focuses effort on the key things that matter most.
 - Maintains short and long-term focus in the completion of tasks.
 - Takes on extremely challenging tasks.

2. Organizational Awareness (level 4)

- **Forms alliances.**
 - Forms alliances to achieve goals.
 - Uses formal and informal organizational systems to meet objectives.
 - Uses political networks to initiate and cause change.

3. Vision (level 4)

- **Makes connection between influences and vision.**
 - Recognizes relationship between trends and influences and the direction the organization must take.
 - Imagines and communicates unique methods for achieving organizational success.

4. Integrity/Honesty (level 5)

- **Ensures personal and organizational integrity.**
 - Take extraordinary steps to ensure personal and organizational integrity.
 - Impeccable track record of ethical conduct.

5. Written Communication (level 5)

- **Uses and applies advanced literary techniques.**
 - Extensive knowledge of advanced literary techniques and formats.

6. Negotiation and Influence (level 5)

- **Orchestrates situation to achieve win-win results.**
 - Identifies options and alternatives that are beneficial for all.
 - Considers overall impact and results of negotiations and agreements.
 - Enlists “political allies” to influence situations and people.
 - Targets decision makers; builds support behind the scenes.

7. Human Resources Management (level 4)

- **Deploys staff to achieve development.**
 - Assesses staff abilities when assigning/delegating tasks.
 - Implements comprehensive staff-development strategies.
 - Employs tracking mechanisms to assure attainment of overall staff development goals.

Minimum Qualifications:

Completion of a four-year degree from an accredited college or university.

AND

Seven years of professional procurement experience dealing with businesses, three years of which were in a supervisory capacity.

OR

Ten years of professional procurement experience dealing with the businesses, three years of which were in a supervisory capacity.

Preferred Qualifications:

Preference will be given to applicants who, in addition to meeting the minimum qualifications, possess one or more of the following:

- Master's degree in business administration (MBA) or Public Administration (MPA) from an accredited college or university.
- Certification as a Certified Professional Public Buyer (CPPB), Certified Public Purchasing Officer (CPPO), Certified Associate Contracts Manager (CACM), Certified Professional Contracts Manager (CPCM), or a Certified Purchasing Manager (CPM),
- Prior government procurement experience
- Experience with small and minority businesses